



**Recognising excellence  
in adult social care**

- As part of the Adult Social Care Award consultation, CQC held two stakeholder events in London and Manchester in July 2011
  - This deck features the presentations and discussion areas covered during each event.
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# Today's Agenda: Morning Session



<b>10.00</b>	<b>Welcome and introduction</b>
<b>10.15</b>	<b>Presentation:</b> <i>The Adult Social Care Excellence Award: working together to promote excellence - CQC</i>
<b>10.30</b>	<b>Q&amp;A</b>
<b>10.45</b>	<b>Discussion Session 1: Principles</b>
<b>11.50</b>	<b>Comfort Break</b>
<b>12.00</b>	<b>Presentation:</b> <i>What is Excellence in Adult Social Care? – SCIE</i>
<b>12.15</b>	<b>Discussion Session 2: Definition of Excellence</b>
<b>12.40-1.30</b>	<b>Lunch</b>

# Today's Agenda: Afternoon Session



<b>13.30</b>	<b>Quick recap on the morning and introduction to voting</b>
<b>13.40</b>	<b>Discussion 3: Definition of Excellence by Sector</b>
<b>14.25</b>	<b>Discussion &amp; Voting 4: Time limits, suspension and removal</b>
<b>14.50</b>	<b>Comfort Break</b>
<b>15.00</b>	<b>Discussion 5: Demonstrating Excellence</b>
<b>15.45</b>	<b>Discussion &amp; Voting 6: Pre-assessment</b>
<b>16.00</b>	<b>Final Q&amp;A and observations on the day</b>
<b>16.10</b>	<b>Next steps and wrap up</b>



**Recognising excellence  
in adult social care:  
CQC**



## Purpose of today



An opportunity to:

- Bring together people who provide, commission and use or represent people who use adult social care services
  - Share views on CQC's consultation proposals:
    - Identify success criteria for implementation of the design principles
    - Shape the definition of excellence and evidence base
    - Inform key aspects of the assessment process
  - Consider the role of an excellence award in the wider context
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# What will I cover?



**The excellence award – what is proposed and why?**

**Changes in the regulatory system**

**The scope of our consultation**

**Consultation proposals**

- **Design principles**
- **Assessment model**
- SCIE will cover the definition

**Challenges**

**Timetable**

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# A new excellence award

The Department of Health has asked us to develop:

**A voluntary award for ASC locations**



**Based on an accepted definition of excellence in adult social care**



**Delivered by experts in  
ASC & assessment  
under licence to CQC & accredited by UKAS**



**Subject to a proportionate charge**



**Published on CQC's new care directory**

# Why an excellence award?

Response to demands for a new system to:

- provide information about the quality of services to help people who use services and commissioners make choices and decisions
- motivate providers to improve the quality of care to give people using services the best possible outcomes and experiences
- link excellence in adult social care to the broader strategy of quality and outcomes





# Changes to regulation



## CSCI

- Health & Social Care Act 2003
- NMS (Care Standards Act 2000)
- Periodic assessment & quality ratings
- Frequency of inspection determined by risk assessment - quality rating
- Significant Government subsidy

## CQC

- Health & Social Care Act 2008, bringing together 3 regulators
  - Essential standards
  - Monitoring of compliance & risk based review
  - Activities targeted where we see risks of poor quality care
  - No legal power to assess quality above essential standards at location level
  - Government policy = full cost recovery
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# Our consultation



- Opportunity for people to shape:
    - **Guiding principles**
    - **The definition of excellence**
    - **Key aspects of the assessment**
  
  - 9 May – 1 August 2011
  
  - Key stakeholder event - 13 May
  
  - National consultation events -14 & 19 July
  
  - Targeted consultation through our SpeakOut network
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# Design principles 1



“People who use services are at the heart of everything an excellent service does”

## Informative

- Useful, accessible, trustworthy information

## Outcome focused

- Outcomes for & identified by people using services, their carers & families

## Evidence based

- Views of people using services, & observations of services in practice
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## Guiding principles 2

### Sector support

- Opportunity to shape the future direction

### Fair

- Accessible & affordable for all services, and including a pre-assessment

### Robust and consistent

- QA, limited choice, UKAS accreditation

### Stable

- Longevity

### Linked to compliance

- Compliance as a precondition for excellence

### Alignment

- with other improvement drivers, eg Government's framework for transparency, quality & outcomes
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## Pre-assessment

### > Key features

- > Compliance with essential standards
- > Voluntary application
- > **Pre-assessment screening?**

## Assessment

- > Tailored & proportionate assessments
- > Observations & visits
- > Involvement of people of use services

## Outcome

- > **Two year time limit?**
  - > Published on CQC website
  - > **Suspension/removal?**
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# Challenges



- Excellence in a time of austerity
  - Excellence in a diverse sector
  - Voluntary recognition of excellence
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# Timetable



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**Spring 2011**

- Procurement for licensees began (April)

- Consultation began (May)

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**Summer 2011**

- Selection of preferred licensees

- Consultation closes

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**Autumn 2011**

- Roll out of new online care directory

- Response to consultation

- Final definition of excellence published

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**Autumn 2011  
– Spring 2012**

- Licensee-led engagement, design & accreditation

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**Spring 2012**

- First applications & pilot assessments

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# Discussion 1: **Design principles**

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# Discussion Session 1: Principles



1. Do you agree with our proposed design principles that say our excellence scheme should be:
    - a) Focused on outcomes for people who use services?
    - b) Useful to people making choices and commissioning decisions?
    - c) Based on evidence from people who use services?
    - d) Fair for all regulated adult social care providers?
    - e) Supported by the sector and aligned with other improvement drivers?
    - f) Robust and consistently applied?
    - g) Stable?
    - h) Linked to compliance?
  
  2. Are there any other principles that we should consider?
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# Defining Excellence in Adult Social Care

social care  
institute for excellence





# What we'll cover

- CQC's brief to SCIE
- SCIE's work to define excellence
- Areas for further exploration



# Quality in adult social care - CQC

- Health & Social Care Act 2008:
  - Changes to registration, essential standards, and star rating
- Excellence scheme
  - Asked SCIE to provide working definition




# CQC brief to SCIE

- Define excellence in regulated care services – beyond compliance
- Applicable across different types of service and service user groups and in different settings
- Based on small number of high level outcomes – evidence gathered from people using services
- Draw on research & other evidence plus engagement activities
- Straw Man
- Report in October 2010

# SCIE - Five sources of knowledge



- Bring together & assess quality of evidence from
  - Organisations
  - Practitioners
  - Policy community
  - Research
  - People using services and carers
- Whole perspective on what works best



# Responding to the brief

- Research/ policy
  - existing quality approaches and outcome measures
  - user input & testing
  - My Home Life, Active Support
- Most applicable of these - ASCOT
  - PSSRU at University of Kent
- Basis of Straw Man

# ASCOT - outcomes people say they want



# Responding to the brief



- People using services and carers
  - visits
  - online carers forum
- Organisations and practitioners – commissioner & provider meetings and visits
- 4 events to discuss draft definition
  - Users
  - Carers
  - Providers
  - Commissioners

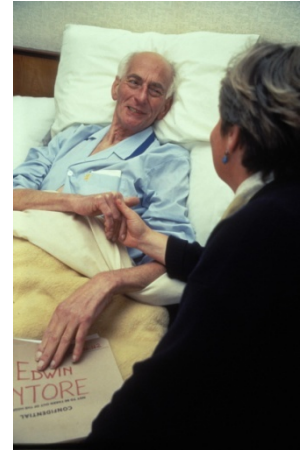
# Definition of excellence – key outcome areas



- An excellent adult social care service enables people using its services to have
  - voice, choice & control
  - good relationships – with partners, family, friends, community - and staff
  - the chance to spend time purposefully and meaningfully
- Organisational factors that sustain the achievement of the three ‘excellent’ outcomes

# Voice, choice & control

- Choice and control over significant life decisions, day to day choices & a say in how things are run
- Where choice is constrained:
  - listens to people's concerns
  - explains the reasons and explores alternatives
  - maximises areas where control & choice can be exercised



# Good relationships

- Partners, family, friends & others
  - Maintain meaningful relationships
  - Meet family & friends when choose
- Relationships with staff
  - Dignity & respect
  - Warmth, empathy & kindness
  - Choice & control
  - Staff know people well enough to personalise support
  - Staff support people with sensitivity to their wishes & emotions, including at the end of life
- Staff treat carers and friends with respect



# Spending time purposefully & meaningfully

- People engage in activities, pastimes and roles which bring pleasure and meaning, and enhance quality of life
- Activities that promote physical, mental, emotional health & well-being
  - Spending time with family
  - Taking part in community life
  - Practicising their faith or politics
  - Quiet contemplation
- Role of domiciliary care



# Sustaining 'excellent' outcomes - organisational/ service factors

## Culture

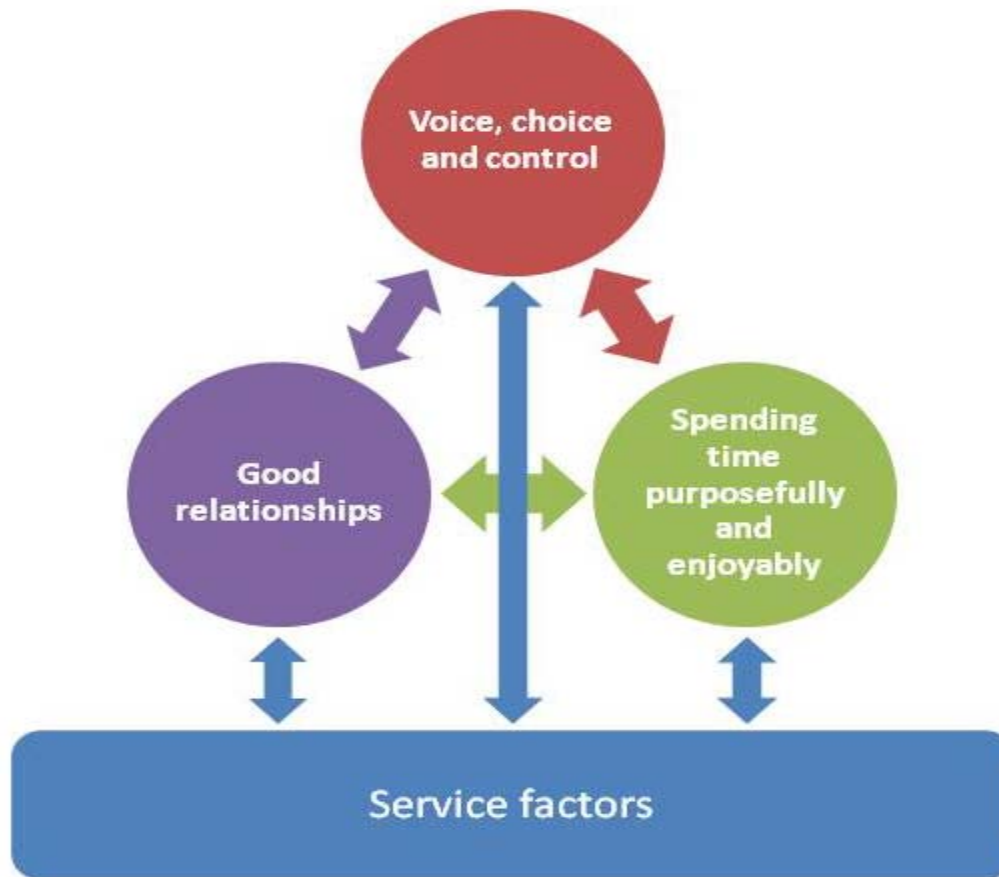
- Leadership, values, policies, people, systems, quality assurance
- Continuous improvement & sustainable use of resources



## An excellent service is

- Enabling – links with the community and local resources, inspires and retains staff
- Responsive – flexible, innovative, transparent, reassuring
- Developing – skills, knowledge, evidence
- Excellent for everyone

# Achieving excellence – interplay between outcomes and organisational factors



# Areas to explore further



- Essential vs. Excellent
- Domiciliary care
  - few specific tools and quality frameworks
  - can they influence how people spend time, especially in short visits
- Equalities & diversity
  - SCIE - LGBT, people with dementia
  - ASCOT – mental health
- Deprivation of liberty and valid restrictions on choice

*‘We are what we repeatedly do.  
Excellence, then, is not an act but a habit’*



Aristotle 384 - 322 BC

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# Discussion 2:

# Definition of Excellence

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## Discussion Session 2: Definition of Excellence



Do you agree that SCIE's definition is an accurate description of what excellence looks like in adult social care?

- a) Agree with the definition in general?
  - b) Does CQC need to add anything?
  - c) Is 'Excellence' the right terminology?
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## Discussion 3:

# Definition of Excellence by Sector

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## Discussion Session 3: Definition of Excellence by Sector



What changes are needed to make sure the definition works for *domiciliary services*?

Are there particular issues we need to be aware of in relation to *other services*, for example, for:

- a) People with mental health problems?
  - b) People who misuse drugs or alcohol?
  - c) People with learning disabilities?
  - d) Older people, including people with dementia?
  - e) Any other service?
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Discussion 4  
and voting:  
**Time limits and removal**

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Discussion Session 4:  
Time limit



Do you agree that excellence awards should be time limited to 2 years, after which a provider would need to apply to be reassessed?

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## Discussion Session 4: Suspension and removal



Should excellence awards be suspended or removed if:

- a) If CQC are taking enforcement or compliance action against non-compliance with essential standards?
  
  - b) For any other reason?
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## Discussion 5:

# Demonstrating Excellence

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## Discussion Session 5: Demonstrating Excellence



What evidence or information could be used to demonstrate excellence in each of the four areas outlined by SCIE:

- a) Choice and control?
  - b) Good relationships?
  - c) Spending time purposefully and enjoyably?
  - d) Service and organisational factors?
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# Discussion 6 & voting: **Pre-assessment**

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## Discussion Session 6: Pre-assessment



Do you agree that services should be offered pre-assessment screening?

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# Next Steps



<b>Spring 2011</b>	<ul style="list-style-type: none"><li>• Procurement for licensees began (April)</li><li>• Consultation began (May)</li></ul>
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Respond to the consultation  
here:

[www.cqc.org.uk](http://www.cqc.org.uk)

Closing date: August 1<sup>st</sup>  
2011

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Thank you  
&  
Goodbye

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